

**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES  
CHILDREN AND FAMILY SERVICES DIVISION  
CASE MANAGEMENT SYSTEM (CMS) SUPPORT BRANCH  
SECRETARY/OFFICE TECHNICIAN**

**DUTY STATEMENT**

**MISSION OF ORGANIZATIONAL UNIT:** The CMS Support Branch facilitates the integration of Child Welfare Services program and policy with the Child Welfare Services/Case Management System (CWS/CMS) in support of those who serve children at risk. The CWS/CMS is a statewide tool that supports an effective Child Welfare System of services, provides policy makers with information to design and better manage services, and fulfills State and Federal legislative intent.

**CONCEPT OF POSITION:** The Secretary/Office Technician will conduct complex and sensitive Branch administrative tasks in support of the Branch Chief and the activities of the CMS Support Branch and New System Planning & Development Unit.

**A. RESPONSIBILITIES OF SECRETARY/OFFICE TECHNICIAN**

- 30% Develop and maintain internal Branch systems to screen, prioritize, and organize incoming correspondence and other sensitive documentation. This will include tracking all correspondence and maintaining an automated correspondence control system; coordinating activities when other organizations are involved; and preparing and proofreading documents for signature of the Director, Deputy Director, Assistant Deputy Director, Branch Chief, and other Branch staff. When necessary, independently prepare original correspondence pertaining to routine program inquiries. Ensure appropriate Departmental format and guidelines are followed.
- 25% Act as Attendance Coordinator and Branch Personnel Liaison. Duties include attendance reporting, monitoring staffing needs and preparing paperwork for recruiting and appointing, attending monthly division Administrative Liaison meetings. Act as Benefits Coordinator and point of contact for staff regarding information and/or enrollment procedures for health benefits.
- 25% Answer and screen incoming calls to the Branch Chief and other staff. Maintain Branch Chief's calendar; prepare itineraries, meeting minutes, and meeting agendas. Provide applicable information when appropriate.
- 5% Reserve and coordinate conference rooms for meetings for all Branch staff. Work with the Office of Systems Integration to coordinate schedules and arrange meetings, conference calls, transfer of documents, agendas, etc. Make travel arrangements and process travel claim documents for the Branch Chief and Bureau Chief using the automated CalATERS system. Also, maintaining a file of travel documents and expenses.

- 5%      Serve as back-up to Deputy Director's Executive Assistant. Attend periodic meetings regarding new departmental procedures, and updated directives from Agency and the Governor's office regarding report formatting and protocol.
- 5%      Maintain office supplies, IT needs, and small equipment by anticipating needs, and ordering when needed. Prepare CalCard statements for signature and track Branch expenditures. Prepare and track large equipment requests. Prepare quarterly Branch CALSTARS Time Reports.
- 5%      Special projects as required.

**B. SUPERVISION RECEIVED**

The Secretary/Office Technician will report directly to the Branch Chief of the CMS Support Branch, Staff Services Manager III.

**C. ADMINISTRATIVE RESPONSIBILITY**

None.

**D. PERSONAL CONTACTS**

The Secretary/Office Technician has daily contact with the general public, all levels of departmental staff, and well as representatives from other State and county agencies resulting in possible detrimental liability for the Department.

**E. ACTIONS AND CONSEQUENCES**

The Secretary/Office Technician is required to use good judgment and resourcefulness in completing assignments. Failure to use good judgement in handling sensitive and confidential material could result in information being released to unauthorized persons.

**E. OTHER INFORMATION**

Ability to work as part of a team as well as independently. A desire to create, streamline and maintain office processes is essential. The ability to work under pressure and exercise cooperation with internal and external customers is required. The Secretary/Office Technician will have access to confidential or highly sensitive information that must not be shared or discussed outside the work setting.